Subject: Wall thickness Issues
Posted by rawkstar320 on Fri, 22 Apr 2011 15:40:09 GMT
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I recently had an order come through on my Card Carrier where the customer had actually contacted me ahead of time. After they ordered the personalized card carrier through Shapeways, I personalized it and sent it on its marry way.

Or so I thought...

The next day I received an email stating that "the order had been canceled" "this could have been due to the customer not paying, etc"

The customer in question then emailed me asking about what was supposed to happen, I then emailed Shapeways Service and was told that the model had some wall thickness issues. (The customer had been supplied with a coupon)

Now, this was an honest mistake, but I feel like there should be some sort of communication between me and Shapeways where as soon as they found the problem, they could have emailed me and I could have fixed it - if possible. If I fixed it, then I should be able to re-upload. If not, THEN the order should be cancelled.

I suppose the simple solution is just to "never make a mistake again" but that can't always happen.

My biggest concern is that several other of my orders may have actually been canceled for this reason - but I never knew why. I just assumed that they had trouble paying or something weird like that....